STATE OF MONTANA
MONTANA DEPARTMENT OF TRANSPORTATION
JOB PROFILE

☐ Update

☑ Formal Review

Date Submitted   July, 2011

SECTION I - Identification

Working Title: Network Systems Analyst

Department: Transportation

Job Code Number: 151816

Division & Bureau: ISD, Business Operations

Job Code Title: Network Systems Analyst

Section & Unit: User Support

Pay Band: 6

Work Address: 2701 Prospect Ave

Position Number: 81008

Phone: 444-6311

☐ FLSA Exempt   ☑ FLSA Non-Exempt   ☐ Non-Union   ☑ MPEA   ☐ Blue Collar

Profile Completed By: Justin Willcut

Work Phone: 444-6389

Work Unit Mission Statement or Functional Description:
The Information Services Division (ISD) provides a full range of services for the Montana Department of Transportation (MDT). Services provided include network management, server systems administration, desk top and mobile computer systems administration, database administration, applications development and maintenance, integrated systems development, Internet and Intranet web page development, data security & disaster recovery services, geographic information systems (GIS), global positioning systems (GPS), user support, training, imaging services, duplication services, records management, IT research and development, budget development and monitoring, procurement administration, contract administration, and project management.

Describe the Job's Overall Purpose:
This position manages computer hardware and software throughout MDT. Hardware related duties include researching, evaluating, configuring, deploying, maintaining, and disposing of PCs, laptops, printers, and other computer related hardware. Software management tasks include tracking existing software, creating automated deployment tasks, and monitoring and maintaining systems used for automated deployment. Additional duties include testing software for compatibility with existing

operating systems and other installed software; and planning, designing, testing, and completing future software migrations.

This position also provides technical support to MDT computer users and ISD staff on computer hardware and software issues. This involves answering technical questions, providing direction, and determining appropriate response including referrals to other personnel. This work requires knowledge of the principles and practices of computer science, data management products, computer operating systems and equipment, and skill in interpersonal communication. Provides high-level assistance and technical analysis for department users to ensure employees are adequately supported to use applications appropriate to their jobs. This involves responding to, troubleshooting, and coordinating resolution of user problems.

SECTION II - Major Duties or Responsibilities   *% of Time*

Computer hardware and software implementation and maintenance, product research   (50%)

1. Install new computers into MDT offices to provide hardware and software support for departmental projects. This includes developing an implementation plan and providing feedback and insight into the statewide deployment of computers for the annual replacement program and working with ISD staff to ensure MDT standards and procedures are followed. Prioritize assigned installation and replacement projects based on user needs, coordinate with other installation and replacement projects, and evaluation of equipment condition.

2. Participate in the annual replacement program of computer equipment located throughout the state. This involves an analytical evaluation of software and hardware products for developing and implementing the core operating system loads installed on a multitude of models. The employee assesses relationships with existing applications and ensures hardware will function with new and existing systems and applications. The employee assesses new software products to ensure proper operations, and to ensure customized functions meet user needs. The employee provides resolution of installation issues involving hardware or software.

3. Document work and work processes to communicate and discuss the development plans with users for analysis, evaluation, and solution development using industry standard design methodologies and documentation formats. Consult with users to discuss end user functions and determine project requirements. Develop detailed time and cost estimates for system distribution by assessing application requirements, determining personnel needed, and other tasks as required.

4. Test new or modified hardware and software configurations to ensure accurate operation. This includes ensuring user needs are met, and if necessary, suggesting modifications to enhance and streamline existing hardware and software systems. This also includes research through vendors, Internet reference material, national publications, or proprietary product source vendors to provide the most appropriate solutions for MDT requirements.

5. Provide installation and customization of non-standard software per user, area, bureau, or division ensuring products work with existing network standards and configurations unique to the department, and are in compliance with MDT and Department of

Administration guidelines and policies. This allows for proper software package installation on personal computers through researching information in installation manuals, determining relationships with other applications and equipment, customizing hardware and software options to meet user needs, and ensuring the software will function with existing and future hardware requirements.

6.   Provide procurement research and recommendations on what products are to be purchased. Give necessary information and requirements needed when deploying new hardware and software in the department. This includes: warranty information and procedures, requirements for training end users and support staff, and analysis of cause and effect of deployment.

Information systems and client network support and problem resolution   (40%)

1.   Respond to calls from end user and other support personnel regarding computer, network, and software problems. Utilize problem solving and customer service skills to determine the nature of the problem, and provide direction on possible resolution. Problems cover a wide variety of equipment and technology and require analysis of the combination used by the persons calling to determine the most appropriate response and solution. Incumbent is required to work with data that is sensitive, confidential, and complex.

2.   Install and customize software packages on personal computers, determining relationships with other applications and equipment, customizing hardware and software options to meet user needs, and ensuring the software will function with existing as well as future hardware.

Other Duties as assigned   (10%)
The employee will be in engaged in a variety of other activities within the User Support Section from time-to-time.

The following duties and/or specific tasks listed under section II above are considered "essential functions" because they require specialized expertise and skill and are the primary reasons the job exists (they must be performed by this position with or without accommodations):

Computer hardware troubleshooting and maintenance, computer software troubleshooting and maintenance,

The following mental and physical demands are associated with these essential functions:

PHYSICAL

- Lifting and carrying light items (papers, books, computers, monitors)
- Remaining seated for extended periods of time, with occasional walking; standing; bending
- Travel within and out-of-state by auto & airline to training and meetings.
- Operating a personal computer

MENTAL
- Communicate in writing, in person, and over the phone
- Ability to multi-task
- Demands for accuracy in all aspects of work
- Ability to meet inflexible deadlines
- Complex mathematics
- Comparing data
- Compiling information, analyzing, coordinating, synthesizing, negotiating, instructing

Does this position supervise others? ☐ **Yes** ☑ **No**

Attach an Organizational Chart.

SECTION III - Minimum Qualifications - List minimum requirements for the first day of work.

Critical knowledge and skills required for this position:

KNOWLEDGE:
Knowledge of computers and electronics
Knowledge of customer service standards
Knowledge of information systems analysis, documentation, implementation, and maintenance
Knowledge of project planning and management
Knowledge of analytical methods

SKILLS:
Skill in project management; business process analysis and documentation; planning and organizing;
      drawing conclusions and making recommendations
Skills to manage complex system administration and development projects
Skills to manage change in an atmosphere of rapid technology change
Skills in effective communication
Skills in troubleshooting
Skills in problem solving

Behaviors required to perform these duties:

See MDT Core Behaviors

Education:
Check the <u>one box</u> indicating minimum education requirements for this position for a new employee the first day of work:

☐ No education required   ☐ Related AAS/2-years college/vocational training

☐ High school diploma or equivalent   ☑ Related Bachelor's Degree

☐ 1-year related college/voc. training   ☐ Related Master's degree

Please specify the acceptable fields of study:

Computer Science, Information Systems, Systems Management, Business, Management

<u>Experience:</u>
Check the <u>one box</u> indicating minimum work-related experience requirements for this position for a new employee the first day of work:

☐ No prior experience required   ☐ 3 years

☐ 1 year   ☐ 4 years

☑ 2 years   ☐ 5 or more years

Other specific experience (optional): Two years of software installation and management experience, including upgrading hardware and software, testing hardware and software for compatibility, and installing and upgrading software in a distributed environment.

Alternative Qualifications:
This agency will accept alternative methods of obtaining necessary qualifications.

☑ Yes   ☐ No

Alternative qualifications include: Relevant experience may be substituted on a year-for-year basis for the required college degree.

SECTION IV – Other Important Job Information

☐ Fingerprint check   ☐ Valid driver's license

☐ Background check   ☐ Other; Describe

Other information including working conditions such as shifts, lifting requirements, travel or hours.

SECTION V – Signatures

Signature indicates this statement is accurate and complete.

Employee:

Name: _____   Title:_____

Signature: _____   Date: _____

Immediate Supervisor:

Name: _____   Title:_____

Signature: _____   Date: _____

Bureau Chief:

Name: _____   Title:_____

Signature: _____   Date: _____

Division/District Administrator:

Name: _____   Title:_____

Signature: _____   Date: _____

Department Designee:

Jennifer Jensen/Designee   Chief Human Resources Officer
                                            Human Resources Division

Signature: _____   Date: _____